

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Dimensions Cymru Limited
The provider was registered on:	31/07/2020
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Dimensions Cymru- Swansea Bay	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2020
Responsible Individual(s)	Wayne Kennedy
Manager(s)	Linda Coates
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Dimensions Cymru- Bridgend	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2020
Responsible Individual(s)	Wayne Kennedy
Manager(s)	Linda Coates
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Dimensions Cymru- Cardiff and Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2020
Responsible Individual(s)	Wayne Kennedy
Manager(s)	Michelle Debbabi
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Dimensions Cymru- Blaenau Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2020
Responsible Individual(s)	Wayne Kennedy
Manager(s)	Michelle Debbabi
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All colleagues complete AWIF-compliant induction training. Additional person-specific induction and ongoing training equips colleagues to provide safe and effective support tailored to the specific individuals that they support. Our performance management system which is based on our values and is evidence based helps identify and meet learning needs. Our Learning and Development service provides colleagues with a range of resources, programs and coaching to develop within and beyond their role.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our recruitment process is fully compliant with Welsh and UK regulatory and best practice requirements. We advertise widely, invest in person-centred adverts- designed to give a good understanding of the opportunity. People we support and family members are included in the recruitment and selection process. To retain people we provide RLW (as a minimum) and benefits ranging from pay-day advance to an Employee Advice Line. We equip our managers and leaders to support and develop our colleagues.

Service Profile

Service Details

Name of Service	Dimensions Cymru- Blaenau Gwent
Telephone Number	03003039030
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.29
The maximum hourly rate payable during the last financial year?	20.29

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Consultation meetings and forums included Everybody Counts Meetings, Working Together for Change and our annual listening event.</p> <p>The Responsible Individual, Registered Manager and members of the Senior Management Team visited people in their home.</p> <p>Our model of support also consults people using person-centred thinking tools during support plan reviews, positive behaviour support planning, outcomes reviews. The service also used an active support engagement tool to gauge people's interests and preferences.</p> <p>Although we aimed to be inclusive and person-centred, some of the people supported by the service may not have preference for being consulted in groups, virtually or at locations which they need to travel to. This means that the 121, home-based, face-2-face, inclusive communication approaches, and approaches that include people's broader circles of support may have been more important for people supported by the services.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Individual communication plans can include e.g. photos, objects, scripts, prompts, signage, touch etc we use a total communication approach for each person,

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Regular Everybody Counts Meetings- are attended by the Responsible Individual, Registered Manager and support colleagues. They are for people we support to have their say. Attendees say it is a good way of being involved with Dimensions Cymru. People in Blaenau Gwent sometimes attend and they enjoy the social, fun aspects of the meeting. However, a busy, group situation is not always to everybody's liking and we need to continue to develop alternative ways of engaging people.

Annual Listening Forums are attended by the RI and Trustees. They are for Managers, Support Workers, families and people we support to have their say. They are currently held virtually to secure greater, more diverse representation. This works well for the Blaenau Gwent families that are further away and not able to travel, this sometimes facilitated supported by Dimensions providing technological support. Attendees said they value the opportunity to have their voices heard, especially by senior Dimensions leaders.

Responsible Individual (RI) and Senior Manager visits. The Blaenau Gwent service is provided in one house which the RI visits a number of times a quarter. This provides opportunity for senior managers and the RI to observe support and for people to have their say, this is especially important for the people we support here who do not like speaking in groups.

Our Family Forums are hosted by the RI and the Registered Manager of the Blaenau Gwent service and are an opportunity to hear families' voices heard regarding their loved-ones' support. Attendees say they are a useful way to have their opinions heard and questions answered. Families in Blaenau Gwent often prefer to communicate with us in person, and not in a group and not virtually.

Family Survey- We sent families a survey so those who don't attend the forum had a chance to be heard. Feedback largely matched the forum feedback. We intend to send the survey more frequently, to reflect the family forum dates.

Our Family Consultants have lived experience of having a close family member with a learning disability or autism. They work with families to listen and support them in their relationship with Dimensions their loved one. Family Consultants also operate our Family Helpline.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Some people we support in Blaenau Gwent don't use words to tell us in detail about how they feel about their health and wellbeing. However, people's engagement with, and engagement with a range of social and wellbeing opportunities was maintained through the pandemic; and has increased since. Examples range from attending Dimensions events, local walks to trips-away. The team have supported a number in Blaenau Gwent to manage their physical health and wellbeing in partnership with their families and other professionals.</p> <p>Families said they were pleased with how Dimensions had kept people safe and in touch with their families during the pandemic. Families have shared positive feedback about the care and support that their loved ones received to manage health conditions and to enjoy a good quality of life. Commissioners have likewise feedback that they are pleased with the way that Dimensions has supported people in Blaenau Gwent to continue developing their wellbeing and quality of life since becoming the provider.</p> <p>The RI was able to observe during visits that the gentlemen are freely moving about their home and making day to day choices as much as is possible for each person. The RI has also observed that people seemed relaxed in their home and to be getting on well with each other and their support team. They were consistently smartly dressed and neatly groomed, the team worked well to support people's personal dignity and privacy. There was plenty of evidence in each visit that people had been supported to make their home their own in the form of pictures, ornaments, mementoes, comfortable and individual furnishings and personal entertainment like DVDs and music players. The RI was also able to view social media and daily records to verify that people lead fulfilling and interesting lives.</p> <p>The team and manager are aware of the lifestyle factors which are relevant to people's health and wellbeing such as diet, activity, access to health services and emotional wellbeing and has tried to focus on these during the period. Part of this focus has been a mindfulness of the balance between health decisions, people's right to make informed-but-unhealthy decisions and decision-making frameworks for people who need support to make decisions.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Dimensions UK Safeguarding Policy and Procedure complies with Welsh Legislation and Regulation. Our Responsible Individual is our Designated Safeguarding Officer. All colleagues complete training about keeping people safe from abuse and neglect (and about our values). Our recruitment and other employment policies are compliant with the law and with the requirements of Care Inspectorate Wales and Social Care Wales.</p> <p>Our culture and values are important ways of preventing abuse and neglect. Dimensions operates in a way that is open, accountable and visible. We work to make sure that the people we support have circles of support that are broader than people working at Dimensions, we encourage the active involvement of family, friends and other people in the lives and houses of the people we support (with their consent). We make sure that our Local Authority Managers, Registered Manager and Responsible Individual visit people at home, see support and have conversations to make sure that people are getting the support that they want and that they feel safe.</p> <p>We also make sure that people we support, family members, colleagues and others have opportunities to talk to us about how safe people feel and how well-protected people are from abuse and neglect. These opportunities include Everybody Counts Meetings, Family Forum, Colleague forum and our listening event. We also operate an anonymous whistle-blowing line.</p> <p>We co-produced a good practice guide with one commissioner to effectively support people who might be at risk of harm or reduced wellbeing from people they live with. We meet regularly with our Family Consultant, Clinical Director and Behaviour Support Manager to review incompatibility risks and behaviours of distress.</p> <p>Any safeguarding concerns are recorded and managed using our RADAR system. All safeguarding alerts are overseen by the Cymru Senior Management team (including the Responsible Individual and Registered Manager), our Group Executive Team, an independently-chaired safeguarding panel, a multi-disciplinary Continuous Improvement Group, the Dimensions Cymru Board.</p> <p>Our Accidents and Incidents are also recorded and managed via our RADAR system and are overseen by relevant managers and senior managers. In addition serious incidents are overseen by our Health and Safety Coordinator. Accident and Incident trend information is reviewed by Cymru Senior Management Team and board and by our multi-disciplinary Continuous Improvement Group.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	16.54
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	0
	Dementia	1
	Positive Behaviour Management	1
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various including complacency, autism, medication management, risk assessment, fire-safety for managers, CPR, Stopping the Over Medication of People with a learning disability, Data Handling, Record Keeping, lone Working, Hoist, food safety, risk assessment, moving and handling, isolation care, Level 5 Diploma in Leadership for social care, Buccal Midazolam, Dysphagia Awareness, Mental Health Awareness, Legionella PBMABMU accredited trainer in positive behaviour support	
Contractual Arrangements		
No. of permanent staff	1	

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0



<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	24
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	24
Health & Safety	24
Equality, Diversity & Human Rights	24
Manual Handling	24
Safeguarding	24
Dementia	0
Positive Behaviour Management	24
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various including complacency, autism, medication management, risk assessment, fire-safety for managers, CPR, Stopping the Over Medication of People with a learning disability, Data Handling, Record Keeping, lone Working, Hoist, food safety, risk assessment, moving and handling, isolation care, Level 5 Diploma in Leadership for social care, Buccal Midazolam, Dysphagia Awareness, Mental Health Awareness, Legionella PBMABMU positive behaviour support
<b>Contractual Arrangements</b>	
No. of permanent staff	24
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	4

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	3
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Dimensions Cymru- Bridgend
Telephone Number	03003039030
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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### Fees Charged

The minimum hourly rate payable during the last financial year?	17.93
The maximum hourly rate payable during the last financial year?	18.42

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Consultation meetings and forums included Everybody Counts Meetings, Working Together for Change and our annual listening event.</p> <p>The Responsible Individual, Registered Manager and members of the Senior Management Team visited people in their homes.</p> <p>Our model of support also consults people using person-centred thinking tools during support plan reviews, positive behaviour support planning, outcomes reviews. The service also used an active support engagement tool to gauge people's interests and preferences.</p> <p>Although we aimed to be inclusive and person-centred, some of the people supported by the service may not have preference for being consulted in groups or virtually or at locations which they need to travel to. This means that the 121, home-based, face-2-face, inclusive communication approaches, and approaches that include people's broader circles of support may have been more important for people supported by the services. We should also hold additional meetings in Bridgend.</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>Yes</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>Yes</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>Sign language (not BSL) communication plans can include e.g. photos, objects, scripts, prompts, signage, touch etc. Many of the people we support use their own signs, or versions of e.g. makaton.</p>

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Regular Everybody Counts Meetings- are for people supported by Dimensions to have their say. Some people from Bridgend attend and say they value the social, fun aspects of the meeting as well as giving their views and opinions. Meetings are tailored to the attendees and their communication requirements. The Responsible Individual, Registered Manager and support colleagues attend. People control how the meeting runs, e.g- by choosing to meet in person not virtually, and deciding what we do and discuss. Attendees say it is a good way of being involved with Dimensions Cymru.

Annual Listening Forums with the Executive, RI and Trustees; for managers, support workers, families and people we support to have their say. Currently held virtually to secure greater, more diverse representation. However, some attendees prefer in-person meetings. Attendees say they value the opportunity to have their voices heard by senior Dimensions leaders.

Responsible Individual (RI) and Senior Manager visits. The RI visits the Bridgend service at least every three months. This means visiting a selection of people's homes in Bridgend in that period. These provide opportunity for people we support and colleagues to have their say. Colleagues and people we support say they find the visits accessible and useful. Dimensions Cymru Senior Managers also carry out similar visits.

Family Forums, hosted by the RI and the Registered Manager of the Bridgend service and are an opportunity to hear family voices about their loved-ones' support. Attendees say they are a useful way to have their opinions heard and questions answered.

Family Survey- We sent families a survey so those who don't attend the forum had a chance to be heard. Feedback largely matched the forum feedback. We intend to send the survey more frequently, to reflect the family forum dates.

Our Family Consultants have lived experience of having a close family member with a learning disability or autism. They work with families to listen and support them in their relationship with Dimensions their loved one. Family Consultants also operate our Family Helpline.

Some of the people we support in Bridgend really like our current engagement opportunities. But, we need to make sure that we develop further opportunities for people in Bridgend who would rather not travel to far, meet in groups or attend virtually.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

People we support said that their happiness, healthiness and wellbeing had not really changed since Dimensions started providing support. People said that they know the things that they can do to have a healthy lifestyle and that they know the importance of doing things like eating a balanced diet, avoiding unhealthy foods and getting exercise. Social media (closed group) showed some of the people we support in Bridgend enjoying a varied and active lifestyle. Our daily records of support often, but not always reflected this.

Colleagues told us that in many ways that life has got back to 'normal' for many of the people we support in Bridgend. However, in some houses, colleagues noted that people we support haven't returned to the level or diversity of activity that they had prior to pandemic restrictions. Examples of this have included reduced mobility, reduced motivation to go out and do things and in some instances people feeling anxious or avoidant about taking up activities that they used to seem to enjoy.

A small number of the people we support have experienced temporary financial disruption as a result of support transferring from one provider to another. This may have had an impact on people's access to social and recreational activities so the provider took appropriate steps to ensure access to funds in the interim.

The RI observed that people we support in Bridgend were relaxed and comfortable with their support teams and that people were groomed and dressed in ways that expressed their individuality and promoted their dignity. Restrictive practice audits were in place and people were observed exercising appropriate choices. When people had Positive Behaviour Support plans, communication plans or similar; colleagues were found to understand and implement these. Physical evidence was seen during RI visits of hobbies, activities and of people individualising their homes. Evidence included sports equipment, pets, posters and photos, furnishing and books and DVDs.

The colleagues and managers understood the lifestyle factors which are relevant to people's health and wellbeing such as diet, activity, access to health services and emotional wellbeing and have tried to focus on these. People have not always chosen to make healthy decisions, even with advice and encouragement (which is their right).

People usually said that they like being supported by Dimensions, they like their support workers and their house and that their managers are doing a good job.

The extent to which people feel safe and protected from abuse and neglect.

Our Safeguarding Policy and Procedure complies with Welsh Legislation and Regulation. Our Responsible Individual is our Designated Safeguarding Officer. All colleagues complete training about keeping people safe from abuse and neglect (and about our values). Our recruitment and other employment policies comply with the law and with Care Inspectorate Wales and Social Care Wales requirements.

Our culture and values are important ways of preventing abuse and neglect. We operate in a way that is open, accountable and visible. We work to make sure that the people we support have circles of support that are broader than people working at Dimensions, we encourage the active involvement of family, friends and other people in the lives and houses of the people we support (with their consent). We make sure that our Locality Managers, Registered Manager and Responsible Individual visit people at home, see support and have conversations to make sure that people are getting the support that they want and that they feel safe.

We also make sure that people we support, family members, colleagues and others have opportunities to talk to us about how safe people feel and how well-protected people are from abuse and neglect. These opportunities include Everybody Counts Meetings, Family Forum, Colleague forum and our listening event. We also operate an anonymous whistle-blowing line.

Any safeguarding concerns are recorded and managed using our RADAR system. All safeguarding alerts are overseen by the Cymru Senior Management team (including the Responsible Individual and Registered Manager), our Group Executive Team, an independently-chaired safeguarding panel, a multi-disciplinary Continuous Improvement Group, the Dimensions Cymru Board.

Our Accidents and Incidents are also recorded and managed via our RADAR system and are overseen by relevant managers and senior managers. In addition serious incidents are overseen by our Health and Safety Coordinator. Accident and Incident trend information is reviewed by Cymru Senior Management Team and board and by our multi-disciplinary Continuous Improvement Group.

There was evidence to confirm effective processes and procedures in operation for identifying, reporting, monitoring and managing relevant issues/alerts. People said that they liked their manager and support workers and who to tell if they needed help. Other people we observed to be interacting in a confident and relaxed manner with their support teams.

The following section requires you to answer questions about the staff and volunteers working at the service.

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	46.96
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various including complacency, autism, medication management, risk assessment, fire-safety for managers, CPR, Stopping the Over Medication of People with a learning disability, Data Handling, Record Keeping, lone Working, Hoist, food safety, risk assessment, moving and handling, isolation care, Level 5 Diploma in Leadership for social care, Buccal Midazolam, Dysphagia Awareness, Mental Health Awareness, Legionella. PBS Training.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	3
Safeguarding	1
Dementia	1
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, L3 HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes



Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, L3 HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
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#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	51
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	43
Health & Safety	35
Equality, Diversity & Human Rights	35
Manual Handling	31
Safeguarding	27
Dementia	17
Positive Behaviour Management	20
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	various including complacency training, PBS, data-handling and safety, fire safety, first aid, dysphagia, STOMP, infection control, cv19legionella, lone working, MCA and DoLS, deaf awareness, record keeping, learning disabilities and autism, dementia awareness

#### Contractual Arrangements

No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	27
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	11

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	5

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Dimensions Cymru- Cardiff and Vale
Telephone Number	03003039030
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	80
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Fees Charged

The minimum hourly rate payable during the last financial year?	8.00
The maximum hourly rate payable during the last financial year?	23.00

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Consultation meetings and forums included Everybody Counts Meetings, Working Together for Change and our annual listening event.</p> <p>The Responsible Individual, Registered Manager and members of the Senior Management Team visited people in their homes.</p> <p>Our model of support also consults people using person-centred thinking tools during support plan reviews, positive behaviour support planning, outcomes reviews. The service also used an active support engagement tool to gauge people's interests and preferences.</p> <p>Although we aimed to be inclusive and person-centred, some of the people supported by the service may not have preference for being consulted in groups or virtually or at locations which they need to travel to. This means that the 121, home-based, face-2-face, inclusive communication approaches, and approaches that include people's broader circles of support may have been more important for people supported by the services. We should also hold additional meetings in Bridgend.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes

Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Individual communication plans can include e.g. photos, objects, s cripts, prompts, signage, touch etc. Many of the people we suppor t use their own signs, or versions of e.g. makaton.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Summary opportunities for people to have their say about Dime nsion's care and support:

Regular Everybody Counts Meetings- are for people supported by Dimensions to have their say. People said they value the so cial, fun aspects of the meeting as well as giving their views and opinions. Meetings are tailored to the attendees and their com munication requirements. The Responsible Individual, Register ed Manager and support colleagues attend. People have contr ol of how the meeting runs, e.g- by choosing to meet in person not virtually, and deciding what we do and discuss. Attendees s ay it is a good way of being involved with Dimensions Cymru. H owever, we are creating additional opportunities for people who don't like groups. People asked us to try not to rearrange the mee tings if possible (as had happened during year due to absen ce).

Annual Listening Forums are attended by the RI and Trustees. They are for managers, support workers, families and people w e support to have their say. They are currently held virtually to secure greater, more diverse representation. However, some at tendees would prefer in-person meetings. Attendees say they v alue the opportunity to have their voices heard, especially by s enior Dimensions leaders.

Responsible Individual (RI) and Senior Manager visits. The RI vi sits the Cardiff service at least very three months. This means v isiting a selection of people's homes in Cardiff during that perio d. This provides opportunity for people we support and colleag ues to have their voices heard. Colleagues and people we sup port say they find the visits accessible and useful. Dimensions Cymru Senior Managers also carry out similar visits.

Our Family Forums are hosted by the RI and the Registered M anager of the Cardiff service and are an opportunity to hear fa milies voices heard regarding their loved-ones support. Attende es say they are a useful way to have their opinions heard and q uestions answered. People say they prefer meeting in-person a gain. There is a limitation to the Family Forum in terms of how many family members regularly attend.

Family Survey- We sent families a survey so those who don't at tend the forum had a chance to be heard. Feedback largely ma tched the forum feedback. We intend to send the survey more f requently, to reflect the family forum dates.

Our Family Consultants have lived experience of having a close family member with a learning disability or autism. They directly support families and operate our family helpline

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

People we support in Cardiff said things related to health and wellbeing had improved. People are happy about seeing friends and family more. They are pleased that Dimensions is able to arrange more face-to-face opportunities. Earlier in the year, people said they wanted to return to things like holidays and socialising, by the end of the year they said that these things are more or less as they were before the pandemic.

Families said they were pleased with how Dimensions had kept people safe around the pandemic. They also told us that they think that things have improved in terms of opportunities for socialising and wellbeing; to a point of near normality. Earlier in the year, families told us that they were concerned that it was taking longer for people with learning disabilities and or autism to get the full benefit of restrictions being removed. Families now report that this aspect of our support and people's lives is more or less back to normal.

Cardiff colleague feedback for a large part of the year was that restrictions, sickness absence and difficulties recruiting and retaining people had sometimes made it difficult to provide as many opportunities as we would normally for supporting health and wellbeing. As the year progressed, colleagues confirmed that in most places in Cardiff staffing has been less stretched. Most recently, feedback at the Colleague Forum and during RI visits has been that opportunities for socialising and developing wellbeing are better than they were pre-pandemic in some places.

Feedback from our commissioners has been that Dimensions is good at supporting people to be active, connected and to enhance their wellbeing. This has been particularly noted in relation to our transitional support, positive behaviour support and how we have supported some people very well who have complex health needs as well as learning disabilities and or/autism.

Our latest CIW Cardiff inspection examined assessment and planning relating to health conditions and were satisfied with what was observed.

Over the year we organised wellbeing activities such as sailing, trips and surfing that were well-attended by people in Cardiff. People told us that they would like us to organise similar opportunities again this year. A number of people we support in Cardiff told us that they would like us to do more to support them to gain paid and voluntary opportunities.

The extent to which people feel safe and protected from abuse and neglect.

The Dimensions UK Safeguarding Policy and Procedure complies with Welsh Legislation and Regulation. Our Responsible Individual is our Designated Safeguarding Officer. All colleagues complete training about keeping people safe from abuse and neglect (and about our values). Our recruitment and other employment policies are compliant with the law and with the requirements of Care Inspectorate Wales and Social Care Wales.

Our culture and values are important ways of preventing abuse and neglect. Dimensions operates in a way that is open, accountable and visible. We work to make sure that the people we support have circles of support that are broader than people working at Dimensions, we encourage the active involvement of family, friends and other people in the lives and houses of the people we support (with their consent). We make sure that our Local Authority Managers, Registered Manager and Responsible Individual visit people at home, see support and have conversations to make sure that people are getting the support that they want and that they feel safe.

We also make sure that people we support, family members, colleagues and others have opportunities to talk to us about how safe people feel and how well-protected people are from abuse and neglect. These opportunities include Everybody Counts Meetings, Family Forum, Colleague forum and our listening event. We also operate an anonymous whistle-blowing line.

We co-produced a good practice guide with our commissioner to effectively support people who might be at risk of harm or reduced wellbeing from people they live with. We meet regularly with our Family Consultant, Clinical Director and Behaviour Support Manager to review incompatibility risks and behaviours of distress.

Any safeguarding concerns are recorded and managed using our RADAR system. All safeguarding alerts are overseen by the Cymru Senior Management team (including the Responsible Individual and Registered Manager), our Group Executive Team, an independently-chaired safeguarding panel, a multi-disciplinary Continuous Improvement Group, the Dimensions Cymru Board.

Our Accidents and Incidents are also recorded and managed via our RADAR system and are overseen by relevant managers and senior managers. In addition serious incidents are overseen by our Health and Safety Coordinator. Accident and Incident trend information is reviewed by Cymru Senior Management Team and board and by our multi-disciplinary Continuous Improvement Group.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	169.12

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBSABMU, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, L3 HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	6
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, L3 HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes



Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	14
No. of posts vacant	3

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.

#### Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	206
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	30
Health & Safety	57
Equality, Diversity & Human Rights	53
Manual Handling	69
Safeguarding	18
Dementia	23
Positive Behaviour Management	14
Food Hygiene	81
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.

#### Contractual Arrangements

No. of permanent staff	206
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	24

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	96
No. of part-time staff (17-34 hours per week)	53
No. of part-time staff (16 hours or under per week)	57

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Dimensions Cymru- Swansea Bay
Telephone Number	03003039030
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.72
The maximum hourly rate payable during the last financial year?	18.72

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Consultation meetings and forums included Everybody Counts Meetings, Working Together for Change and our annual listening event.</p> <p>The Responsible Individual, Registered Manager and members of the Senior Management Team visited people in their homes.</p> <p>Our model of support also consults people using person-centred thinking tools during support plan reviews, positive behaviour support planning, outcomes reviews. The service also used an active support engagement tool to gauge people's interests and preferences.</p> <p>Although we aimed to be inclusive and person-centred, some of the people supported by the service may not have preference for being consulted in groups or virtually or at locations which they need to travel to. This means that the 121, home-based, face-2-face, inclusive communication approaches, and approaches that include people's broader circles of support may have been more important for people supported by the services. We should hold additional meetings in Bridgend/Swansea</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No

Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Individual communication plans can include e.g. photos, objects, s cripts, prompts, signage, touch etc. Many of the people we support use their own signs, or versions of e.g. makaton.

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Regular Everybody Counts Meetings- are for people supported by Dimensions to have their say. Some people from Swansea have attended and said they enjoyed it. However, the format of Everybody Counts is not as accessible as it could be for people who have very profound multiple learning disabilities (as some people do in Swansea). Historically, Everybody Counts has been held in Cardiff because that is where most of the people we support live- we need to provide additional/alternative opportunities that are nearer people we support in Swansea and Bridgend.

Annual Listening Forums with the Executive, RI and Trustees; for managers, support workers, families and people we support to have their say. Currently held virtually to secure greater, more diverse representation. However, some attendees prefer in-person meetings. Attendees say they value the opportunity to have their voices heard by senior Dimensions leaders. People from Swansea do attend the listening forum, we need to continue to enhance our Listening Forum offer for people who have profound and multiple learning disabilities, and people who prefer not to meet in groups.

Responsible Individual (RI) and Senior Manager visits. The RI visits the Swansea service at least every three months. This means visiting a selection of people's homes in Swansea in that period to provide opportunity for people we support and colleagues to have their say. People say they find the visits accessible and useful. Dimensions Cymru Senior Managers also carry out similar visits.

Family Forums, hosted by the RI and the Registered Manager of the Swansea service and are an opportunity to hear family' voices about their loved-ones' support. Attendees say they are a useful way to have their opinions heard and questions answered. Attendance by current Swansea families has been relatively low- we will try to understand why in our next family survey.

Our Family Consultants have lived experience of having a close family member with a learning disability or autism. They work with families to listen and support them in their relationship with Dimensions their loved one. Family Consultants also operate our Family Helpline.

Some of the people we support in Swansea really like our current engagement opportunities. But, we need to make sure that we develop further opportunities for people in Swansea who would rather not travel too far, meet in groups or attend virtually.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Some people we support in Swansea have profound and multiple learning disabilities together with complex health conditions a ge-related frailty. Their support teams have a very good understanding of how to support people well at home and to maintain their optimum health and wellbeing. Support was consistently observed to be warm, knowledgeable and confident.</p> <p>Other people in Swansea are much better able to self-advocate their thoughts and preferences regarding e.g. health-related (or not) lifestyle factors. There is evidence that these individuals are supported to focus on lifestyle choices that would support good health outcomes (whether or not they ultimately decide to make them or not). Social media (closed), and (less so) daily support notes evidence that support colleagues try to focus on supporting people to adopt health lifestyles and to find and take up opportunities for increasing wellbeing. There have been examples of this being supported with assistive technology such as pedometers and wheelchair accessible scales.</p> <p>Colleagues told us that in many ways that life has got back to 'normal' for many of the people we support in Swansea. However, in some houses, there was perhaps a realignment of health and wellbeing activities to being at home and in the local community which has possibly continued, but seems to be much enjoyed by the people we support in Swansea. Examples include backyard chicken-keeping, grow-your own, back-garden sports and walks etc in the local area. There have also been trips further afield and people we support in Swansea have taken part in exciting activities such as accessible surfing.</p> <p>The RI observed that people we support in Bridgend were relaxed and comfortable with their support teams and that people were groomed and dressed in ways that expressed their individuality and promoted their dignity. Restrictive practice audits were in place and people were observed exercising appropriate choices. When people had Positive Behaviour Support plans, communication plans or similar; colleagues were found to understand and implement these. People's houses were very homely, individual and in an acceptable state of repair and decoration. People usually said that they like being supported by Dimensions, they like their support workers and their house and that their managers are doing well.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our Safeguarding Policy and Procedure complies with Welsh Legislation and Regulation. Our Responsible Individual is our Designated Safeguarding Officer. All colleagues complete training about keeping people safe from abuse and neglect (and about our values). Our recruitment and other employment policies comply with the law and with Care Inspectorate Wales and Social Care Wales requirements.</p> <p>Our culture and values are important ways of preventing abuse and neglect. We operate in a way that is open, accountable and visible. We work to make sure that the people we support have circles of support that are broader than people working at Dimensions, we encourage the active involvement of family, friends and other people in the lives and houses of the people we support (with their consent). We make sure that our Locality Managers, Registered Manager and Responsible Individual visit people at home, see support and have conversations to make sure that people are getting the support that they want and that they feel safe.</p> <p>We also make sure that people we support, family members, colleagues and others have opportunities to talk to us about how safe people feel and how well-protected people are from abuse and neglect. These opportunities include Everybody Counts Meetings, Family Forum, Colleague forum and our listening event. We also operate an anonymous whistle-blowing line.</p> <p>Any safeguarding concerns are recorded and managed using our RADAR system. All safeguarding alerts are overseen by the Cymru Senior Management team (including the Responsible Individual and Registered Manager), our Group Executive Team, an independently-chaired safeguarding panel, a multi-disciplinary Continuous Improvement Group, the Dimensions Cymru Board.</p> <p>Our Accidents and Incidents are also recorded and managed via our RADAR system and are overseen by relevant managers and senior managers. In addition serious incidents are overseen by our Health and Safety Coordinator. Accident and Incident trend information is reviewed by Cymru Senior Management Team and board and by our multi-disciplinary Continuous Improvement Group.</p> <p>There was evidence to confirm effective processes and procedures in operation for identifying, reporting, monitoring and managing relevant issues/alerts. Where any potential safeguarding concerns are identified, these are managed closely with the local authority and health team.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	38.45
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	3
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various including complacency, autism, medication management, risk assessment, fire-safety for managers, CPR, Stopping the Over Medication of People with a learning disability, Data Handling, Record Keeping, lone Working, Hoist, food safety, risk assessment, moving and handling, isolation care, Level 5 Diploma in Leadership for social care, Buccal Midazolam, Dysphagia Awareness, Mental Health Awareness, Legionella etc.	
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, L3 HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, conducting investigations, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, HSC, record keeping, mental capacity act and DOLS, hoist management, PEG management etc.
Contractual Arrangements	



No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	40
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	13
Health & Safety	16
Equality, Diversity & Human Rights	15
Manual Handling	17
Safeguarding	7
Dementia	7
Positive Behaviour Management	19
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various to include STOMP, medication, autism awareness, PBS Wales, person-centred thinking tools, support planning, driver safety, data management, risk assessment, CV19 Management, dysphagia awareness, learning disability and autism, HSC, record keeping, mental capacity act and DOLS, hoist use, PEG management etc.
Contractual Arrangements	
No. of permanent staff	40
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	24
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	7
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	8
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No